



Gerald Rodney O'Callaghan
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Profile:

Maximizing resources and improving bottom line through expert leadership in quality service, staff development, cost control, and visionary P&L management.

Senior Operations and general management executive leveraging more than 16 + Years of experience of top-level responsibilities for multi service hotels and resorts nationwide. Repeatedly hired and commended by owners for improving bottom-line margins while increasing quality and service in organizations. Building strong teams and efficient systems to positively impact to start-up business growth and downsizing objectives.

Providing effective solutions that produce immediate impact and contribute to long term success

Current Position Held

Rooms Division Manager / Unit Head – The Laxmi Vilas Palace, Udaipur
March 2021 till date

Rooms Division Manager, The Lalit Great Eastern, Kolkata
April 2018 - To February 2021

A seasoned and highly knowledgeable hotel professional with excellent, management skills and extensive hands-on experience.

A strong belief that our main assets are our team members. I extend my leadership guidance to all departments in support of our service culture, operations and guest satisfaction. Work Very closely with the hotel owners and other stakeholders to understand the requirements and vision of the hotel.

Responsibilities:

- Oversee the operations functions of the hotel, as per the Organizational chart in absents of the General manager and alongside in his presence
- Ensuring full compliance to Hotel operating controls, SOP's, policies, procedures and service standards (Non-negotiables) adhere
- Handling complaints and oversee the service recovery procedures
- Ensure all decisions are made in the best interest of the hotels and management
- Closely monitor the hotels business reports daily and take decisions accordingly
- Ensure that monthly financial outlook for Rooms, Housekeeping, Laundry, Internet, Gym, SPA and Security on target and accurate
- Act as one of the final decision-makers in hiring staff (actively involved in the recruitment process)
- Actively involved in the retention of employees
- Coordination with HOD's for the execution of all activities and functions
- Accountable for the responsibilities of department heads and take ownership of all guest complaints
- Responsible for safeguarding the quality of operations both (internal & external audits)

- Corporate client handling and take part in new client acquisition along with the sales team whenever required
- Provide effective leadership to hotel team members

Front Office Manager, The Lalit Great Eastern, Kolkata:
February 2015 to March 2018

*Held the post of Front Office Manager at The Lalit Great Eastern Kolkata. I was elevated on the challenges & opportunities to be handled at the senior management position. Along with my team, I was bestowed with the responsibility of driving TripAdvisor for the hotel and taking it to the **Number 1** spot on **TripAdvisor.in***

I take pride in demonstrating and promoting 100% commitment to providing the best possible experience for our guests and employees.

Responsibilities:

- Promotes 100% guest satisfaction throughout the property
- Take the initiative to communicate the 100% guest satisfaction objective to acquaintances
- Ensuring brand standards are met with the objective of meeting or exceeding guest expectations
- Communicating follow-up actions to the team as necessary
- Ensures that all guest-related issues are resolved in a manner consistent with the company's goals and objectives
- Identify a potential business in the local market
- Maintaining a good relationship with local companies and key people to increase the hotel's visibility within the local market
- Proactively involved in motivating and mentoring the team members
- Engaged in the employee hiring process
- Conduct coaching/counselling sessions; performance evaluations; prepares performance improvement plans
- Responsible for rewarding and disciplining employees
- Ensures that employee-related issues are resolved in a manner consistent with company policies
- Serves as "Manager on Duty"
- Develop strategies for staffing, planning and executing functionalities
- Communicating all policies and procedures to the team
- Conducting regular meetings to provide various information including company communications, policy reviews, local property activities, goals, etc

Front Office Manager, The Lalit Jaipur:
January 2014 to February 2015

The promotion to the post of Front Office Manager was the result of sheer passion to lead from the front with the ability to stay motivated and the zeal to achieve good results.

The expertise to leverage the standard of excellence supported by unparalleled performance towards the external guest, more so important the support and strength of my internal team who we share the same platform to display the art of hospitality.

A Prime focus on Tripadvisor with continuous endeavours to encourage customers to share their feedback.

Responsibilities:

- Supervised the smooth functioning of the Front Office Dept.
- Attended and greeted VIP guests and guests having complaints/grievances
- Ensured better sync between the front office and allied depts.

- Controlled and managed front office monetary transactions – Cash/Credits, Billing, Expenses, Transportation etc.
- Provide daily, weekly, monthly reports to the general manager, ownership, other depts. HODs with relative reports and information
- Consistently improved and levelled-up the Guest Satisfaction scores
- Conducted weekly, monthly training sessions for the existing staff and new recruitments
- Focused on all factors of revenue growth - Upselling /Walk-ins

Asst. Front Office Manager, The Lalit, New Delhi
July 2012 to December 2013

While growing in the on-growing organization, I was promoted to Assistant Front Office Manager.

Responsibilities:

- Ensured smooth functioning of the department
- Generated reports and feedback for presentation to the general manager
- Supervised staff and all front desk activities including bookings, appointments, phone calls, and emails
- Assigned rooms to guests and informing them of any specials offered by the hotel
- Organized transport services for guests at their request
- Served as a host at conferences and ensured that all relevant preparations are made for the event
- Collaborated and communicated with other internal departments to ensure guest satisfaction
- Handled escalated guest complaints, guest appreciations
- Leveraged the success and accountability of improving Guest Satisfaction Scores
- Conduct training sessions

Asst. Manager Front Office, The Lalit, New Delhi
July 2010 to July 2012

Responsibilities:

- Managed entire Front Office Operation
- Engaged in night auditing
- Ensured that the pricing policy and internal audit procedures are duly applied
- Motivated and retained good and able staff to sustain the quality of work
- Ensured each team member have current knowledge of hotel products, services, facilities, events, pricing and policies and knowledge of the local area and events
- Handled customer satisfaction (Guest Feedback, Online Media Reviews)
- Maintained high-quality relationships with guests throughout their stay
- Monitored all executive floor executives to ensure maximum guest satisfaction through personal recognition and prompt cordial attention from arrival through departure

Asst. Manager Front Office, ITC Hotel The Sonar Kolkata
March 2007 to July 2010

Responsibilities:

- Supervised all duties performed by all Front Office employees
- Coached and counselled employees when necessary, using proper documentation and proper techniques
- Ensured proper inventory controls, worked with Sales and Reservations team to ensure maximum selling potential and house balance
- Assisted with any scheduled shift problems on the night audit shifts and Reservations
- Accountable for training and daily monitoring of all service levels provided by employees to guests and other fellow employees

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- Monitored and maintained proper Front Office operational supplies
 - Ensured accuracy of groups, rooming lists, billing, amenities, arrivals, etc.
 - Handled Reservations after 1800 hrs

Jr. Executive, ITC Hotel The Sonar Kolkata
June 2005 to March 2007

Responsibilities:

- Supervising the Front Desk Employees on shift
- Cross-training in Reservations
- Training all new Front Desk Associates
- Understand the overall market – competitors' strengths and weaknesses, economic trends, supply and demand etc. and how to sell against them
- Engaged in generating sales by promoting special services offered, thus generating more revenue for the organization

Associate – Front Desk, The Oberoi Grand – Kolkata
February 2001 to June 2005

Responsibilities:

- Communicated services and amenities of the hotel to guests
- Process guest check in & check-outs and handled special request whenever possible while adhering to the policies laid out
- Acquired knowledge on reservations
- Gained practical experience and knowledge in situation handling, cashiering tasks like bill/invoice settlement etc.
- Coordinated room status updates with the housekeeping department by notification housekeeping of all checkouts, late checkouts, early check-ins, special requests, and day use rooms

Personality Strengths:

Fluent communication skills, self-motivated, team player, positive attitude and an adapting nature

Academic Qualifications:

- Worked and trained in Fidelio, CRS, Lotus and MS Office
- Diploma in Travel & Cargo (Institute of Modern Mgmt., Kolkata)
- General Development Programme (Executive Programme)
- Concierge training (By. Ms Collen Steil)

Personal Information

Completed IELTS (6.5 Bands) - British Council

Date of Birth 09-04-1978

Languages English, Hindi & Bengali